

## 2021 Payment Plan FAQ

**PLEASE NOTE: DUE TO COVID ALL REGISTRATIONS MUST BE DONE ON-LINE OR BY PHONE**

### How do we go about setting up a payment plan for Summer Camps?

- At the start of Summer Camps registration (start date is based on Residency) customers can go into their online account, select camp you are interested in registering for, select registrant, answer and add extended care (if applicable), accept the terms of the Waiver, and select automatic payment Schedule. The initial payment of \$50 (per camp) is due at the time of registration, the remaining balance will be automatically scheduled and withdrawn for a future date. Please see table below for important dates.

*Payment Schedule: Summer 2021 Camps*

	First Day of Camp:	Date of automatic payment withdrawal:		Withdrawal from Camp date: (Mondays by Close of Business)	Last Day to stop Automatic Withdrawal:
Week 1	Monday, June 21, 2021	Tuesday, June 8, 2021		Monday, June 7, 2021	Monday, May 31, 2021
Week 2	Monday, June 28, 2021	Tuesday, June 15, 2021		Monday, June 14, 2021	Monday, June 7, 2021
Week 3	Monday, July 5, 2021	Tuesday, June 22, 2021	No programsn 7/5	Monday, June 21, 2021	Monday, June 14, 2021
Week 4	Monday, July 12, 2021	Tuesday, June 29, 2021		Monday, June 28, 2021	Monday, June 21, 2021
Week 5	Monday, July 19, 2021	Tuesday, July 6, 2021		Monday, July 5, 2021	Monday, June 28, 2021
Week 6	Monday, July 26, 2021	Tuesday, July 13, 2021		Monday, July 12, 2021	Monday, July 5, 2021
Week 7	Monday, August 2, 2021	Tuesday, July 20, 2021		Monday, July 19, 2021	Monday, July 12, 2021
Week 8	Monday, August 9, 2021	Tuesday, July 27, 2021		Monday, July 26, 2021	Monday, July 19, 2021
Week 9	Monday, August 16, 2021	Tuesday, August 3, 2021		Monday, August 2, 2021	Monday, July 26, 2021
Week 10	Monday, August 23, 2021	Tuesday, August 10, 2021		Monday, August 9, 2021	Monday, August 2, 2021
Week 11	Monday, August 30, 2021	Tuesday, August 17, 2021		Monday, August 16, 2021	Monday, August 9, 2021

### Can I withdraw my child from camp and receive a Full Refund?

- No, once you register for a camp, whether you are on a payment plan or pay in full, requesting to withdraw at any point of after registration will be subject to a \$50 administrative fee, per child per camp. You must withdraw your child from a camp by at least the Monday 2 weeks prior to the start of camp to receive a partial refund. (See chart above for withdrawal dates.) No refund will be available if you withdraw your child within 2 weeks of the start of camp unless you are transferring your child to another Camp Shoreline camp with an available spot.

### What if I need to withdraw from a camp and I have set up a payment plan?

- Withdrawing from a camp or transferring from one camp to another will follow the standard Summer Camp Refund Policy. Parents/Guardian will be responsible for calling the Spartan

Recreation Center at 206-801-2600 to do so. An administrative fee of \$50 per camp, per child will be withheld unless you transfer into another camp that has space available during the same transaction and for the same child.

**Is my credit card number kept on file and secure?**

- Yes... Payment information will be saved at checkout during the online payment process in order to create a Payment Account.

**What happens if an automatic withdrawal is unsuccessful?**

- If a payment is not successfully withdrawn, account holder will be contacted via email and/or phone and will be given 2 business days to pay balance due or camper(s) will be withdrawn.

**How can I update my Debit/Credit Card information?**

- You are responsible for keeping all debit/credit card information up to date. You will be able to edit or update credit card information by logging into your account and editing debit/credit card information or by calling the Spartan Recreation Center at 206-801-2600.

**Will I receive a reminder prior to the payment being automatically withdrawn?**

- Yes, an email reminder will be sent out 10 days prior to the automatic payment withdrawal date to the email address on file for the primary account holders.

**If I paid in full, can I go back and schedule a payment plan?**

- No, payment plan must be established during the initial registration.

**Can I use scholarship towards the payment plan?**

- Yes, if you have applied and your child qualifies for a scholarship you can apply scholarship money towards the initial payment or the remaining balance of a camp when setting up a payment plan if you still have funds available. You will need to call the Spartan Recreation Center to register if you want to use scholarship funds, this is currently not an option when registering on line.

**If I transfer from one camp to another, does my payment plan also transfer?**

- Yes, if you are transferring from one camp into another and have set up for a payment plan, you will be able to update your payment according to the camp you have transferred into. The terms of the payment may change based on camp dates. Example, if you are transferring from a Camp in Week 9 to a camp in Week 3, depending on the date of the transfer, your final payment may be due immediately .